Provider Electronic Solutions (PES) Transition

Provider Electronic Solutions (PES) is a software that Arkansas Medicaid used to allow providers to submit claims and check client eligibility. However, because the PES software is no longer supported, providers are now strongly encouraged to transition to the Arkansas Medicaid Provider Portal.

Why should I use the Arkansas Medicaid Portal?

The portal has enhanced capabilities and allows providers to use any web-capable device to:

- manage their enrollment, certification, and licensure
- check client eligibility
- submit claims and upload files more easily and securely

Because of those benefits, many providers do not use PES anymore, and multiple states have moved to a more cost-effective, web-based solution rather than software that must be downloaded.

What do Medicaid providers need to do?

If you are using PES, please note that in the future, the software will no longer be updated or supported, so claims may not process correctly going forward. For example, if a new billing policy is issued, PES will not be updated, which could mean claims will be rejected because of the policy change that is not reflected in the software.

Please begin using the Arkansas Medicaid Provider Portal. Providers can register on the Provider Portal as a new user by:

- Under the “Log In” button, choose “Register Now.”
- At the Registration page, choose “Provider.”
- Enter your Provider ID number and last four digits of your Tax ID or SSN.
- Next create your User ID and Password.
- Scroll down to enter your provider name and contact information.
- Last, set your security information and challenge questions.
- Click the “Submit” button.
- Once a screen appears confirming your registration, check your email for a confirmation message.
- Click the link in the email, enter your password at the portal when prompted, and click “Verify.”

More resources are available at https://medicaid.mmis.arkansas.gov/Provider/Training/Training.aspx.

If you need help transitioning from PES to the Provider Portal, call the Arkansas Medicaid Provider Enrollment Office at (501) 376-2211.